



OZFORD COLLEGE OF BUSINESS
RTO No: 21442 CRICOS No. 02573B

Complaints and Appeals Policy and Procedures

- 1. Purpose**
 To provide students and staff of Ozford of Business (Ozford) with guidelines on grounds for complaints and appeals and processes for appealing academic and other related decisions and to ensure complaints and appeal and recorded, acknowledged and dealt with fairly, efficiently and effectively. A fair and transparent means of making formal complaints and appealing academic and related decisions is an integral part of all training and assessment.
- 2. Scope**
 This policy and procedure applies to all Ozford staff, students and any third party providing services on Ozford's behalf
- 3. Policy**
 - 3.1 Students who are concerned about the conduct of Ozford are encouraged to attempt to resolve their concerns using this policy and procedures.
 - 3.2 The procedures will be implemented at no cost to the student and is accessible on the Ozford website.
 - 3.3 All prospective students will be provided with information about the complaints and appeals and other relevant policy and procedures before making an agreement to enrol.
 - 3.4 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties. Complaints and appeals will be recorded, acknowledged and dealt with fairly, efficiently and effectively. The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
 - 3.5 Students will be provided with details of external authorities they may approach, if required.
 - 3.6 At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
 - 3.7 Students may raise any matters of concern relating to training delivery and assessment, the quality of the training, student facilities / amenities, discrimination, sexual harassment and other issues that may arise.
 - 3.8 For internal complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including the details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.

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- 3.9 A student's enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined if the internal complaint or appeal is initiated by the student. Where the suspension or cancellation is initiated by Ozford and if the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the wellbeing of the student or others apply.
- 3.10 Ozford will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent body to review the process implemented by Ozford.
- 3.11 If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the Academic management as part of the continuous improvement process.
- 3.12 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to Contact a solicitor or Contact the Law Institute of Victoria for a referral to a solicitor.
- 3.13 Where Ozford considers more than 60 calendar days are required to process and finalise the complaint or appeal, Ozford will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and will regularly update the complainant or appellant on the progress of the matter.
- 3.14 Ozford will keep proper records of all informal and formal discussions conducted under this policy and procedures and their outcomes on the student management system for 2 years. All such records will be treated as confidential.
- 3.15 Ozford identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

4. Definitions

Complaint: An expression of dissatisfaction with an action, product or service provided. Complaints may be received from students, employers, staff or contractors.

Appeal: An appeal is where a student, employer, staff or contractors may dispute a decision made by Ozford or third parties acting on its behalf. The decision in question may be an assessment decision or may be about any other aspect relating to operations

Complainant: The person who is making a complaint. A complainant may be either a student, employer, staff member or contractor.

Appellant: The person who is making an appeal. An appellant may be either a student, employer, staff member or contractor.

Independent Third Party: A person with no vested interest in the complaint or appeal to either act as mediator or witness during investigations of the appeal or complaint. The independent third party can be nominated by either Ozford or the complainant / appellant and must be agreed upon by both parties.

5. Complaint Procedures

Informal Complaint Process

- 5.1 Any student with an issue or complaint may raise the matter directly with staff involved and attempt an informal resolution of the question or complaint.
- 5.2 Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Ozford staff member involved determines that the issue question or complaint was relevant to the wider operation of Ozford.
- 5.3 Students who are not satisfied with the outcomes of the question or complaint are encouraged to register a formal complaint.

Formal Complaint Process

- 5.4 Students who are not satisfied with the outcomes of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the Student Complaint/Appeal Application Form available from the Student Services Officer.
- 5.5 The Student Admin Coordinator/Head of Student Services will identify the issues raised and work with relevant staff/department Coordinators/Manager to attempt to resolve the complaint with the student and any other parties who may be involved. A meeting will be organised if required to have the complaint raised and a resolution attempted.
- 5.6 The resolution phase must commence within 10 working days of the complaint being lodged in writing.
- 5.7 A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- 5.8 At the end of the resolution phase the Student Admin Coordinator will report the decision/outcome of the complaint to the student. The College's decision and reasons for the decision will be documented by the Student Admin Coordinator and recorded in the student's file.
- 5.9 Following the resolution phase the College will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.
- 5.10 If a student is dissatisfied with the outcome of the formal complaint process then they may institute an external review by contacting the relevant external providers.

6. Appeal Procedure

Internal Appeals

- 6.1 Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions made by Ozford. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Ozford.
- 6.2 Students appealing an assessment or course credit outcome will need to have a meeting with the VET Coordinator. Students will be given the opportunity for reassessment by a different assessor selected by the College. Costs of reassessment will be met by the College. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original

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assessment or the reassessment.

- 6.3 A student's enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined if the internal complaint or appeal is initiated by the student. Where the suspension or cancellation is not initiated by the student and if the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student or other apply.
- 6.4 The following matters must be lodged as a formal appeal within 20 working days of notification in order to be considered by Ozford.
- Deferral of commencement, suspension or cancelling a student enrolment outcome
 - Intention to report the student to the Department of Immigration and Border Protection (DIBP) for unsatisfactory course progress or non-payment of fees (applicable to international students only)
 - Non achievement of unit competency.
- 6.5 If the appeal is initiated by students, students are advised to complete a Complaint/Appeal Application Form available from the Student Admin Coordinator. The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.
- 6.6 An Appeal Panel comprising two staff members not directly involved in the matter will be convened by the Student Admin Coordinator within 10 working days of the appeal application being received.
- 6.7 The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the Appeal Panel and placed in the student file
- 6.8 The decision of the Appeal Panel will be communicated to the student in writing within 5 working days, unless the Appeal Panel decides that additional investigations, information or monitoring are required. In this case the student will be advised of the decision within 5 working days of the Appeal Panel reaching a decision.
- 6.9 Following the internal appeals phase, Ozford will implement the decision as conveyed to the student and implement any improvement actions arising from the complaint.
- 6.10 There are no further avenues within the College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available

External Complaints/Appeals

- 6.11 Students, if after following our internal appeal process, still believe that we are breaching or have breached our legal requirements or are not satisfied with the decision reached; they may seek assistance from a formal external authority. The external authority students can contact are:
- **For overseas students who are on a student visa**
OVERSEAS STUDENT OMBUDSMAN (OSO)
Phone: 1300 362 072
Website: www.oso.gov.au
The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

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- **For domestic students**

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

Phone: 1300 701 801

Website: www.asqa.gov.au

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. Complete the 'Complaint about a training organisation operating under ASQA's jurisdiction' form. ASQA's processes require student to identify themselves to ASQA as a complainant, although a student may request that their identity is kept confidential throughout any investigation that ASQA undertakes.

Except in exceptional circumstances, the student must attach evidence to their complaint form showing:

- that they have followed Ozford's formal appeal/complaints procedure, and
- Ozford's response.

- 6.12 Following the receipt of the outcome of the external complaints/appeal the College must immediately implement the decision, convey the outcome to the student and undertake any improvement actions arising from the complaint.
- 6.13 If an appeal is against the College's decision to report the international student for unsatisfactory course progress, Ozford must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported Ozford's decision to report.
- 6.14 If an appeal is against the College's decision to defer or suspend an international student's enrolment due to misbehaviour or to cancel a student's enrolment, Ozford only needs to await the outcome of the internal appeals process (supporting the provider) before notifying the Department of Education (applicable to international students only) through PRISMS of the change to the student's enrolment.

Complaints Process Map

